

Property Maintenance Re-inspections Over 30 Days Past Due Codes & Regulations



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Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY 2012 2,459 cases over due each month</p> <p>Goal: 10% Reduction in inspections over 30 days past due year over year.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Department Management Team</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 3: Determine and quantify root causes</p> <p>Measurement Method: The number of inspections that are not completed within 30 days of the re-inspection date</p> <p>Why Measure: Measure our ability to followup on maintenance problems.</p> <p>Next Improvement Step: Fill openings, evaluate and target inspections by area.</p>

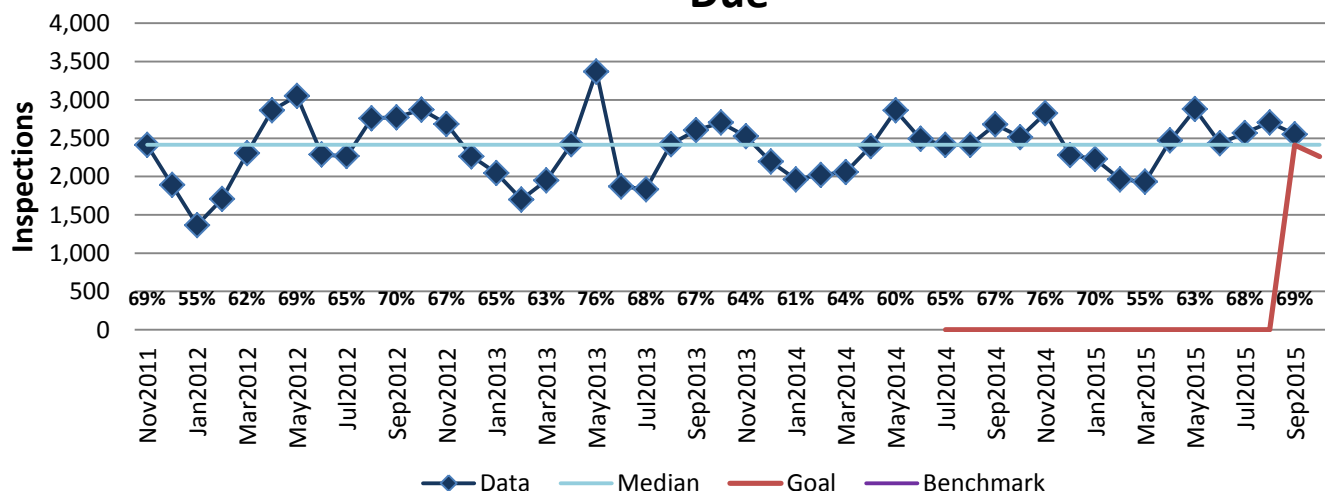
How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
4,672	26,834		2,410	2,551	
Inspections	Inspections		Inspections	Inspections	

Property Maintenance Re-inspections Over 30 Days Past Due



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.